



PPG Newsletter

The 2021 Patient's Survey

The Park Medical Group (PPG) wishes to thank Patients for completing and submitting the 2021 Patients Survey. Not surprisingly, for a survey undertaken during such difficult and unprecedented times, it did result in some significant changes to the previous survey undertaken by the PPG in 2019. However, the most satisfying result was that the level of satisfaction with the care provide by our medical staff remained high. A summary of the results is included at the end of this Newsletter. 513 responses have been received, individually read, analysed and summarized by the PPG. The main issues focus upon concerns raised about the appointment system, communication between the Practice and the Patients.

The main issues raised by this survey have recently been discussed with the Partners of the Park Medical Centre (PMC). While the Partners understand the issues raised, the constraints being placed upon the Practice make dealing quickly with them more difficult. As patients we are all aware of the unprecedented issues which have arisen from the Covid pandemic. This has generated excessive concerns and pressures for all involved.

Following frank discussions with the Practice, we have jointly agreed a plan to try and address the issues raised and look for ways to work together to improve them. In most cases this will not mean reverting to how things were done pre the pandemic, but trying to find the best way forward for both us as patients and importantly for the staff of PMC.

Working closely with the Practice we hope to develop a framework for more regular PPG Newsletters, so that as patients we understand the reasons behind the changes which have and might have to happen in the future. The survey has given us the Patients a voice. This voice has been heard and understood. We look forward to reporting at a later date, the steps we as a PPG are taking on our behalf.

The PPG Committee.

Park Patient Participation Group (PPG)

Survey 2021

Summary of Results

How would you rate each of the following?

	1	2	3	4	5
Making contact with the Surgery	38	24	15	12	11
Telephone or video consultations with GP's or Nurses	11	24	22	21	22
Covid Safety arrangements if you were asked to visit the Surgery	2	10	20	27	41
Handling of Prescriptions	10	19	18	22	31
Continuity of Care	26	21	20	14	19
Handling of the rollout of the Vaccination Programme	15	10	19	19	37
Communication from the Surgery, re situation and changes	35	24	17	12	12

Key to results:- 1=poor, 2=satisfactory, 3=good, 4=very good and 5=excellent

Results are shown as a % of respondents. There were a total of 858 respondents.

When we eventually see an end to the current situation caused by Covid19 and the Surgery returns to a normal mode of operation, which of the following would you prefer to see in place.

Results are shown as % respondents who preferred each option.

1. A greater proportion of face to face and pre-bookable appointments without clinical triage.
23% YES
2. A continuation of the triage, telephone or video consultations as used during the COVID Pandemic, with face to face appointments provided based on clinical need.
8% YES
3. A combination of 1 and 2 in a new mixed approach, tailored to meet patient needs and best use of practice resource.
69% YES

Distributions of respondents.

Male	or Female	or Prefer not to say	Age	18-24	25-34	35-44	45-54	55-64	60+
37%	60%	3%		3%	8%	15%	18%	22%	34%